CLAIMS

What is claimed is:

1. A network based automotive service event scheduling and monitoring system comprising:

at least one customer computer; and

at least one service event coordinator in communication with the customer computer, the repair event coordinator comprises:

a service arrangement module, the service arrangement module being configured to enable a customer to arrange a service event via a communications network,

a service event module, the service event-viewing module being configured to allow the customer to receive video transmissions of the service event and check the status of the service event after the commencement of the service event via the communications network, and

a service history module, the service history module being configured to allow the customer to obtain the service event history for the customer via the communications network.

2. The system of claim 1 wherein the service event coordinator further comprises a company overview module.

3. The system of claim 2 wherein the company overview module is configured to provide information concerning services of a service provider.

4. The system of claim 2 wherein the company overview module includes a vision component, a company information component, a location list component, and a solution/service component.

5. The system of claim 4 wherein the solution/service component is configured to provide the user with scheduling solutions for transporting a vehicle to and from service facility.

6. The system of claim 4 wherein the vision component provides the user with business goals for a service provider.

7. The system of claim 4 wherein the company information component provides the user with pertinent information concerning day to day operations of a service provider.

8. The system of claim 4 wherein the location list component provides the user with physical locations of service facilities of a service provider.

9. The system of claim 1 wherein the service arrangement module includes a self-diagnosis component, technician chat component, and a arrange service component.

10. The system of claim 9 wherein the self diagnosis component enables the user to identify for a service provider problems with a vehicle.

11. The system of claim 9 wherein the technician chat component enables the user to converse with a specialist via the communications network.

12. The system of claim 9 wherein the arrange service component enables the user to obtain the service event.

13. The system of claim 1 wherein the service event module includes a service event-viewing component and a vehicle status component.

14. The system of claim 13 wherein the service event-viewing component enables the user to view an active service event in a real time video stream via the communications network.

15. The system of claim 13 wherein the vehicle status component enables the user to view and approve estimates, determine the process stage of a vehicle and pay for the service event.

16. The system of claim 1 wherein the service history module includes a resource component, a service history viewing component, an add/edit vehicle component and an edit personal information component.

17. The system of claim 17 wherein the service history viewing component enables the user to retrieve and display a chronological history of all service events for a vehicle.

18. The system of claim 1 wherein the service event coordinator further comprises a comparison module.

19. The system of claim 18 wherein the comparison module enables the user to compare services provided by a first service provider with the services provided by second service provider.

20. A network based automotive service event scheduling and monitoring system comprising:

at least one customer computer; and

at least one repair event coordinator in communication with the customer computer, the service event coordinator includes a service arrangement module, a service event module, and a service history module.

21. The system of claim 20 wherein the service arrangement module is configured to enable a customer to arrange a service event via a communications network.

22. The system of claim 20 wherein the service event module is configured to allow the customer to receive video transmissions of the service event and check the status of the service event after the commencement of the service event via the communications network.

23. The system of claim 20 wherein the service history module is configured to allow the customer to obtain the service event history for the customer via the communications network.

24. The system of claim 20 wherein the service event coordinator further comprises a company overview module.

25. The system of claim 24 wherein the company overview module is configured to provide information concerning services of a service provider.

26. The system of claim 24 wherein the company overview module includes a vision component, a company information component, a location list component, and a solution/service component.

27. The system of claim 23 wherein the solution/service component is configured to provide the user with scheduling solutions for transporting a vehicle to and from service facility.

28. The system of claim 23 wherein the vision component provides the user with a business goals for a service provider.

29. The system of claim 23 wherein the company information component provides the user with pertinent information concerning day to day operations of a service provider.

30. The system of claim 23 wherein the location list component provides the user with physical locations of service facilities of a service provider.

31. The system of claim 20 wherein the service arrangement module includes a self-diagnosis component, technician chat component, and a arrange service component.

32. The system of claim 28 wherein the self-diagnosis component enables the user to identify for a service provider problems with a vehicle.

33. The system of claim 28 wherein the technician chat component enables the user to converse with a specialist via the communications network.

34. The system of claim 28 wherein the arrange service component enables the user to obtain the service event.

35. The system of claim 20 wherein the service event module includes a service event-viewing component and a vehicle status component.

36. The system of claim 32 wherein the service event-viewing component enables the user to view an active service event in a real time video stream via the communications network.

37. The system of claim 32 wherein the vehicle status component enables the user to view and approve estimates, determine the process stage of a vehicle and pay for the service event.

38. The system of claim 20 wherein the service history module includes a resource component, a service history viewing component, an add/edit vehicle component and an edit personal information component.

39. The system of claim 36 wherein the service history viewing component enables the user to retrieve and display a chronological history of all service events for a vehicle.

40. The system of claim 20 wherein the service event coordinator further comprises a comparison module.

41. The system of claim 37 wherein the comparison module enables the user to compare services provided by a first service provider with the services provided by second service provider.

42. A method of coordinating and monitoring an automotive service event via a communications network comprising the steps of:

arranging a service event;

viewing the service event through the communications network;

obtaining status updates concerning the progress of the service event; and

paying for the service event via the communications network.